

11S justice integration services
2005 Annual Report



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Message from the Chair



As I prepare this message to the JIS community, I am reflecting on the history of JIS and on my two terms totaling five years as chair of the policy committee. When I was elected to the General Sessions Court in 1982, only the police department and Metro Data Processing had computers. Both agencies used giant mainframe computers that generated lots of paper reports, but were really useless for managing the court. The systems did print payroll checks twice a month, but direct deposit which even in 1982 was widely used by business and the

State of Tennessee was unheard of in Metro. We only got direct deposit in the recent past.

The courts had no automation at all. When I assumed the bench, I requested a terminal for General Sessions Court so that we could access the police computer system to check criminal histories, but I was assured that this would be impossible. We finally got our first dumb terminal (ask your grandfather what a dumb terminal was) about 1988, but we had to pay \$160 per month for eminence on the terminal.

About 1989 a group of justice officials including myself, Attorney General Torry Johnson, Chancellor Bob Brandt, Karl Dean, the public defender, and Tom Clark, who headed Metro Data Processing, began to meet and discuss automating justice information.

The result of this early planning is the Justice Integration Services that we have today. JIS is well along in the development of the web based integrated justice system. Computers are on every desk and we think nothing special about email, the Internet, and our integrated justice system.

A lot of changes have taken place in the last 24 years and I expect that the next 20 or 25 years will make this seem like the dark ages.



Message from the Director



It is a pleasure to submit the tenth JIS Annual Report to Judge John Brown, Chair, Justice Integration Services Policy Committee. This annual report for 2005 describes projects and activities for the year as well as projections for 2006.

In my message in the 2004 Annual Report, I spoke about Results Matter and our independence from the CJIS software vendor. I also wrote about the

processes and procedures we had put in place to operate more efficiently and our activities around preparing our environment for the transition of the software from a client/server system to a web-based system. As a result, 2005 was a year of transition and change for JIS.

As you will read in this report, JIS honed its web development skills by developing web sites for many of our customer agencies. We also worked on three large projects to be implemented in 2006 - an Internet inmate search program for the Sheriff, electronic signatures for the booking process, and the display of electronic images of affidavits on the Criminal Court Clerk's case search web site.

In 2005, JIS was approved for \$6.9 million over five years to rewrite the CJIS Suite in Java, an open-source development language. Year 1 funds were approved and released in September, 2005, and JIS immediately began work on this project called OJIES (the Open Justice Information Exchange System). By the end of the 2006 calendar year, JIS hopes to have the first OJIES module completed for the Mental Health/Drug Courts. Concurrently with this development, JIS will spend 2006 working with our customers on the documentation of business processes and requirements for the remainder of the OJIES modules.

I would like to thank Judge John Brown for his support and the JIS staff for their amazing dedication to our mission and our customers. All the staff at JIS are incredibly talented and true public servants. Our work in justice and public safety is an important part of Metro's success in serving the public. We enjoy the work we do and look forward to an exciting future for the agency.



2005 Justice Integration Services Staff

Director

Office Manager

NIKKI MEYER

Program Manager

NATHALIE STIERS

LORI MARTIN DAVIS

Customer Support Center

MARC COMEAUX **JERRY BARNES JAMES PETRE** JEFFREY ROBINSON **NEAL FOX**

Application Development

KEVIN SANDERS LISA KININGHAM TIFFANY CHANDLER EMMANUEL NDAMUKONG TIMOTHY BENNETT **GARY PRIVETTE WILL GORDON VENKATA SURE**

CHRIS WOLFF JAY LUNDY JANET TYREE BOB BROWNING TOM O'NEILL



Front Row (L to R): Janet Tyree, Nikki Meyer, Nathalie Stiers. Row 2: Chris Wolff, Tiffany Chandler, Jeffrey Robinson, Gary Privette. Row 3: Lori Martin Davis, Lisa Kiningham, Venkata Sure. Row 4: Jerry Barnes, Emmanuel Ndamukong, James (Trey) Petre. Row 5: Marc Comeaux, Jay Lundy, Timothy Bennett. Row 6: Kevin Sanders, Neal Fox, Bob Browning. Not pictured: Will Gordon and Tom O'Neill.



JIS Member Agencies

The following justice agencies are members of the Justice Integration Services. JIS provides a combination of desktop support, network services, and application development and support for these member agencies.

- Circuit Court Clerk
- Clerk and Master
- Criminal Court Clerk
- Criminal Justice Planning Unit
- District Attorney
- General Sessions Court
- General Sessions Probation
- General Sessions Safety Center
- Juvenile Court
- Juvenile Court Clerk
- Metro Police Department
- Probate Court
- Probate Probation
- Public Defender
- Sheriff's Department
- State Trial Courts:
 - Civil Divisions
 - Criminal Divisions
 - Chancery Parts I-IV

Representative members from each of these agencies participate in the governing of JIS by serving on the JIS Policy Committee and/or the Operations Subcommittee.



The JIS Policy Committee

The Policy Committee is the primary decision and policy-making entity of JIS. This committee approves the design, development, and operation of all JIS procedures and projects.

The 2005 Policy Committee members were:

HONORABLE JOHN BROWN, Chair General Sessions Court Division V **			
HONORABLE MIKE MONDELLI, Vice-Chair General Sessions Court Division VI **			
SHERIFF DARON HALL **	Davidson County Sheriff's Office		
GENERAL VICTOR (Torry) JOHNSON, III **	District Attorney		
HONORABLE CHERYL BLACKBURN	Criminal Court Division III		
MS. CHRISTI SCOTT	Clerk and Master		
HONORABLE GLORIA DUMAS	General Sessions Court Division IV		
HONORABLE HAMILTON GAYDEN	First Circuit Court		
HONORABLE CAROL MCCOY	Chancery Court Part II		
MR. ROSS ALDERMAN **	Public Defender		
MR. RONAL SERPAS **	Metro Police Chief		
HONORABLE BETTY ADAMS GREEN	Juvenile Court Judge		
MR. VIC LINEWEAVER **	Juvenile Court Clerk		
HONORABLE THOMAS BROTHERS **	Sixth Circuit Court		
MR. RICHARD ROOKER **	Circuit Court Clerk		
MR. DAVID TORRENCE **	Criminal Court Clerk		

The JIS Operations Subcommittee

The Operations Subcommittee provides day-to-day assistance and guidance to the Director of JIS regarding financial management and operations. Additionally, its members review and recommend policies and procedures to the JIS Policy Committee. The JIS Director also serves on the Operations Subcommittee. Policy Committee members who also serve on the Operations Subcommittee are denoted with **.



JIS Organizational Chart

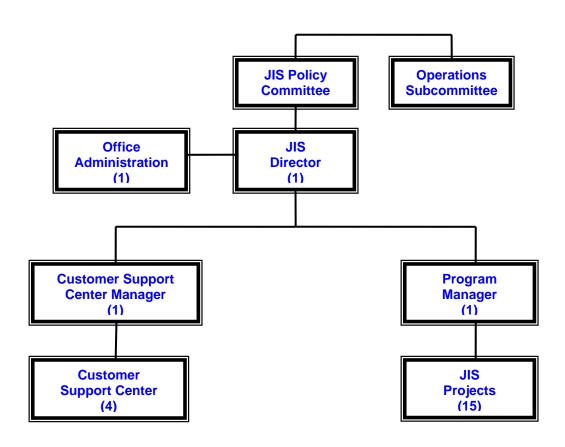
Chancery Court
Probate Court
Juvenile Court
Circuit Court Clerk

Circuit Court
District Attorney
Sheriff's Office
Metro Police Dept.

Criminal Court
Public Defender
Clerk and Master

General Sessions Court Juvenile Court Clerk Criminal Court Clerk

Criminal Justice Planning Unit





The JIS Mission Statement

The mission of the Justice Integration Services department is to provide comprehensive, integrated justice information management products to Metro Justice and Public Safety agencies, Metro departments, other jurisdictions and the general public so they can benefit from shared justice information and make informed decisions and recommendations that impact the safety and well-being of their communities.



JIS Strategic Goals

Goal One

By the year 2006, JIS supported customers will experience a timely, high quality response to requests for technical assistance so they can provide uninterrupted service to their customers, as evidenced by:

85% customers with escalation calls of Level 1 will experience resolution in 6 business hours 75% customers with escalation calls of Level 2 will experience resolution in 12 business hours 80% decrease in customer requests for follow-up

75% of customers stating a high level of satisfaction with JIS services as reported on customer surveys

Goal Two

By the year 2006, Metro agencies, other jurisdictions, and the general public will have user-friendly, 24x7 access to accurate and reliable Justice information so they can make informed decisions about their personal safety and the safety of their communities, as evidenced by:

75% of survey respondents reporting experiencing ease of use and satisfaction with methods of access to justice and public safety information

100% increase in use of web-based data

60% of survey respondents reporting that the information that they needed to make decisions was available

60% of survey respondents reporting that they found the information they were seeking at the time they were looking for it

Goal Three

By the year 2006, JIS customers will experience a criminal justice information system that is reliable, stable, feature-rich, and defect free,* as evidenced by:

90% of customer-reported Level 1 priority defects corrected within 5 business days 99.8% of uptime of all critical application systems

75% decrease in defects reported

30% increase in number of system enhancements received by the customer

* defect free means systems will be 98% free of defects

Goal Four

By the year 2007, citizens of Davidson County will experience minimal disruption in the administration of critical criminal and civil justice services in the event of a disaster, as evidenced by:

90% of mission critical customer services available within 12 hours

100% of business continuity plans tested successfully

100% of data replicated offsite

2 redundant systems/locations in place

Goal Five

By the year 2006, the 14 JIS agencies will experience an increase in the timely delivery of quality products that meet or exceed customer expectations, as evidenced by:

98% of products delivered by deadline

98% of survey respondents reporting projects delivered to agreed specifications

98% of milestones met



Customer Outreach Line of Business

<u>Purpose Statement:</u> The purpose of the Customer Outreach Line of Business is to provide education, support, and consultation products to Metro Justice and Public Safety agencies so they can proficiently use JIS systems and services customized to meet their departmental needs.

Marketing, Customer Education and Outreach Program

<u>Purpose Statement:</u> The purpose of the Marketing, Customer Education and Outreach Program is to provide marketing, education, and customer information products to Metro Justice and Public Safety agencies so they can better understand how to utilize all available JIS tools and services.

Program Focus: JIS is committed to providing on-going communication with its customers through a variety of sources in order to provide helpful information about the tools and services available. Each year JIS produces an Annual Report that is widely distributed to all customers of JIS. This report details some of the major accomplishments achieved during the previous year as well as setting forth goals for the next year, thus communicating to the customer the strategic direction in which the agency is moving. Two times each year the department produces a newsletter that is distributed to all customers of JIS. This newsletter features articles submitted by JIS staff to highlight some of the project related activities that are taking place within JIS as well as offering helpful tips about tools and services available to JIS customers. In addition to these printed materials, JIS offers several on-line communication venues for its customers including the JIS Website, Help Desk Website, and several SharePoint sites that have been established around certain application groups (i.e. CJIS, JIMS, ADPB, etc.). Regular and effective communication with customers is one way in which JIS reaches out and supports its customers to assist them in meeting their information technology needs now and in the future.

<u>Result Measure:</u> % of survey respondents who indicate that they have received the information they needed on how to utilize all available JIS tools and services.

2005 Accomplishments

• Jury Duty website: This website was developed with the goal of providing the public with information regarding Jury Duty. Visitors to this site will find a wealth of information pertaining to the responsibilities of jurors and their role in a trial, as well as answers to many frequently asked questions (FAQ's). Please visit this website at: www.JuryDuty.Nashville.gov



- Parenting Education Website: This website is beneficial to members of the
 public who have minor children and are contemplating divorce, or are in any
 phase of the divorce process. The website provides useful information that
 promotes cooperation and compliance with the requirements of the court. Please
 visit this website at: ParentingEducation.Nashville.gov
- General Sessions Court Website: This website contains general information regarding General Sessions Court as well as links to traffic school and other services. Please visit this website at: www.GSCourt.Nashville.gov
- Judges' Portal: This portal gives the General Sessions judges the ability to instantly access criminal history information, presented in a concise, easy to read format. The site also offers a document repository, as well as links to other websites.
- Criminal Court Clerk Web Portal: The Criminal Court Clerk's existing website
 was re-developed by JIS. The new website has an updated look and feel and
 offers additional functionality. Please visit this website at:
 www.ccc.nashville.gov
- Public Defender Website: This was launched in late 2005. This website offers a
 wealth of information about the Public Defender's Office and the services that it
 provides. Please visit this website at: www.publicdefender.Nashville.gov
- Perry March Website: This site was developed for the State Trial Courts to enable the public to quickly gain accurate information regarding the high profile Perry March case. Please visit this website at: www.PerryMarchCase.nashville.gov

2006 Projections

- DCSO Inmate Search: This web application allows the public to gain information regarding inmates via the web. These searches are performed against real-time production data which ensures the accuracy and timeliness of information regarding active inmates. The DCSO Inmate Search is due to be released during the first quarter of 2006. Please visit this website at: www.dcso.nashville.gov/inmatesearch/
- Pentagon Project for the State Trial Courts: This project consists of 5 websites: Trial Courts, Community Corrections, DUI Probation, Drug Court, and Drug Testing Lab. The purpose of these websites is to provide an avenue for dissemination of information to the public.



 Affidavits on the Web: This project will give the public the ability to view and print Affidavits via the web. This functionality will be added to the Criminal Court Clerk's website at: www.ccc.nashville.gov during the first quarter of 2006.

Customer Communications Program

<u>Purpose Statement:</u> The purpose of the Customer Communication Program is to provide project reporting and application availability notification products to Metro Justice and Public Safety agencies so they can appropriately plan for or respond to events that may impact their ability to deliver services.

<u>Program Focus:</u> The customer communications program focuses on the communication of information to JIS customers. This program has two measures. The first addresses planned project delivery and concentrates on the delivery of communication surrounding planned projects. This communication occurs in the form of project plans, schedules, and other notifications to customers regarding all phases of the project lifecycle. The second measure addresses timely communication and notification to JIS customers regarding either planned or unplanned operational incidents, such as power outages, network failures, and other events that may impact their ability to deliver services.

Result Measure: % or more of projects delivered on time and within budget.

2005 Accomplishments

In 2005, JIS continued to develop processes to further prepare for full lifecycle development. In 2004, the focus was mainly on documenting and producing deliverables to JIS customers in regards to project management. In 2005, the focus shifted to other areas of product development. Processes were explored and best practices extracted in order to create strong, repeatable processes in the areas of analysis, development, and testing.

2006 Projections

In 2006, JIS plans to implement all of these processes as development begins on new applications as part of the OJIES (Open Justice Information Exchange System) project.

In addition, JIS will begin to capture true project cost. Historically, project cost has always been calculated based on equipment cost, developer time, and standard percentages applied to analyst and project manager time. Until now, this process has worked well and has given fairly accurate results based on the small size of these projects, as well as good historical data that could be used for cost estimating purposes.



With new technology, and larger, more complex development on the horizon, JIS needs to begin capturing and reporting true project cost.

<u>Result Measure 2:</u> % of Metro Justice and Public Safety agency responses (*responding by survey, focus group, or phone follow-up*) reflecting that they were given enough time and information to be able to respond appropriately to events that impacted their ability to deliver services.

2005 Accomplishments

There are now numerous sites on the web which are accessible to the public 24 x 7. JIS has implemented a website monitoring service that is set to constantly check JIS websites to make sure that they are up and running. JIS support staff is immediately alerted should the service discover that it is unable to gain access to one of the websites.

JIS has begun hosting a series of weekly in-house OJIES meetings with JIS staff. These are planning and discussion sessions in order to better prepare the JIS staff, as well as to discuss any issues and communicate developments on a weekly basis.

2006 Projections

During the first quarter of 2006, JIS plans to host a summit to which representatives of all JIS customer agencies will be invited. The purpose of the Summit is to properly define what OJIES is, communicate the benefits of the project, as well as convey the resource requirements that are necessary to accomplish a task of this size and complexity. The summit will also provide an opportunity for customers to discuss topics and ask questions.

Throughout 2006, JIS will begin a full scale analysis of all existing applications, as well as the documentation of customers' business process. In addition, JIS will focus its analysis efforts more intensely on documenting requirements that comprise a core case management system.



Technology Solutions and Integration Consulting Line of Business

<u>Purpose Statement:</u> The purpose of the Technology Solutions and Integration Consulting Line of Business is to provide assessment, enhancement, and strategic recommendation products to Metro Justice and Public Safety agencies and decision makers in Metro government so they can provide more innovative, faster, and better services to their customers.

Technology Planning and Deployment Program

<u>Purpose Statement:</u> The purpose of the Technology Planning and Deployment Program is to provide consultation, installation, and support products to Metro Justice and Public Safety agencies so they can receive customized computer configurations as requested to meet their departmental needs.

<u>Program Focus</u>: The Technology Planning and Deployment program focuses primarily on the delivery of workstations, per the revolving fund schedule, that are all custom configured to meet the individual department needs.

<u>Result Measure:</u> % of Metro Justice and Public Safety agency employees receiving customized computer configurations as requested to meet their departmental needs *

2005 Accomplishments

The JIS Help Desk closed 2,936 computer and network related calls for customers. This is a 46% increase over 2004. The following is a breakdown by department:

Agency	# of	% of Total
	Calls	Calls
State Trial Courts	160	8.3%
Clerk & Master	196	10.4%
Circuit Court Clerk	53	2.8%
Criminal Court Clerk	197	10.3%
Criminal Justice Planning Unit	67	3.5%
District Attorney	126	6.6%
Juvenile Court	598	31.0%
Juvenile Court Clerk	176	9.2%
Public Defender	345	17.9%
Total	1,918	100%



JIS upgraded the Nextel Blackberry Enterprise Server in 2005, with the assistance of the District Attorney's Office. Currently there are 46 users on the BES server and this number is expected to grow over time. Currently the District Attorney General, JIS, Circuit Court Clerk, Criminal Court Clerk, General Sessions Court, and the Davidson County Sheriff's Office are utilizing this technology. All of the users of these devices are able to receive e-mail, send e-mail, check their calendars, make additions or changes if needed, and have their contacts available. They can also access most Web sites to get information.

In 2005, JIS deployed Systems Management Server 2003 which enables JIS to inventory equipment on the network and deploy applications to workstations. SMS 2003 replaces ZenWorks from NetWare. With ZenWorks gone, the Netware Client is no longer necessary on workstations.

To help maintain current patch levels on workstations and servers across the network, JIS has deployed Windows Services Update Server or "WSUS."

2006 Projections

In 2006, JIS will be installing Virtual Servers using VMWare ESX Server 2. VMWare is a Linux-based platform that allows JIS to run multiple virtual servers of various operating systems on one physical server. All test and development instances will run in this environment.

JIS will also be migrating from Symantec Anti-Virus to Trend Micro Anti-Virus. Trend offers a more flexible product that is very easy to use and maintain, and it has more built-in security features than Symantec.

Two new backup servers will be using Symantec Backup Exec, one on location at Criminal Justice Center to handle servers as they are moved to the CJC and the other in a virtual server on the VMWare server to backup test and development environments.

Four Dell 6650 servers will be put into production to handle the Oracle RAC project. This will enable the CJIS suite and other related databases to run in a true cluster environment. The servers will be moved from Howard Office Building to Criminal Justice Center and will be connected to the Police SAN.

JIS will begin migration of the mail server from Exchange 2000 to Exchange 2003. This upgrade will provide JIS customers with better security, mobility enhancements, and better remote access. The upgrade plan includes two Dell servers that will provide mirroring redundancy, which will give the JIS customer base a more stable e-mail environment.



Justice Integration Consulting Program

<u>Purpose Statement:</u> The purpose of the Justice Integration Consulting Program is to provide analysis, enhancement, and strategic recommendation products to Metro Justice and Public Safety agencies and other decision-makers in Metro government so they can implement new services.

<u>Program Focus:</u> The primary focus of the Justice Integration Consulting program is to provide consultative services to all JIS customers so that they can make decisions, make purchases, and implement new tools that require technical expertise with the help of advice drawn from experienced JIS technical staff.

<u>Result Measure:</u> % of Metro Justice and Public Safety agencies and other decision-makers in Metro government who implement new services related to JIS enhancements.

2005 Accomplishments

The Juvenile Case Management System (JCM) was deployed in June, 2005 to all of the Juvenile Courts' Probation Officers. This application gives PO's the ability to manage their caseloads through an automated system. The implementation has also improved metrics reporting, streamlined case management processes, and reduced the associated amount of paperwork. This application was developed in PowerBuilder, similar to the rest of the CJIS Suite. JIS is very proud of the fact that this application was developed entirely by JIS staff.

As JIS prepares to freeze all PowerBuilder code (barring emergencies), releases to correct issues were deployed throughout the year for all applications. The Adult Probation application (ADPB) received its final release in 2005. In addition, the second phase of JIMS Accounting, which now offers full general ledger, receipting, and garnishment functionality, was coded and delivered to the Juvenile Court Clerk.

JIS has assisted in the development of an RFP for a new Chancery application. JIS has assisted the customer with the analysis and will continue to provide assistance throughout the lifecycle of this project.

2006 Projections

JIS plans to release the final builds for CJIS, Public Defender (PD), and Pretrial (PTAL) modules before the PowerBuilder code freeze. These builds will address all fixes necessary to leave the applications in a stabilized state as new replacement applications are developed as part of the OJIES effort.



Development of 2 additional phases of the JIMS Accounting project will continue throughout 2006. The JIMS application, as well as the JCM application, will also continue to receive builds throughout 2006 in preparation for the code freeze.

JIMS Accounting is scheduled to go live during the first quarter of 2006. This implementation will require training of most of the Juvenile Court Clerk staff and will occur with a parallel, phased in approach.

The Mental Health and Drug Court Case Management System (MHDC) is the first official case management application that will be developed by JIS in JAVA, in the web tier environment. During 2006, extensive analysis, development, and testing will be occurring as this application is developed in a manner that paves the way to repeat processes and development for the future OJIES development. This application is being developed in an iterative fashion, with the entire application scheduled to be delivered by the end of 2006.

The development of a Master Name Index (MNI) has been the topic of discussion for some time now. In 2006, JIS will be doing extensive analysis on the current structure, as well as meeting with third parties and internal customers to develop an MNI that will be used by all applications to ensure data integrity and traceability throughout all of the systems.

The Enterprise Service Bus (ESB) is another new technology that will be introduced in 2006. The ESB is comparable to the existing CENTRIOD which acts as a messenger service transferring data from one application to another. In addition to this capability, the ESB will also allow for data to be sent to outside agencies, such as the Administrative Office of the Courts, other Jurisdictions in the State of Tennessee, and beyond.

The Electronic Signature (e-Sig) project is scheduled to be completed during the first quarter of 2006. The purpose of this project is to enable Police Officers to electronically sign affidavits so that they can be immediately viewed, printed and signed by the Commissioner who is physically at a different location. This functionality is being embedded as part of the CJIS application and will require the use of signature pads to capture the police Officers' signatures.



Quality Control Line of Business

<u>Purpose Statement:</u> The purpose of the Quality Control Line of Business is to provide standardization, certification, and preventative maintenance products to Metro Justice and Public Safety agencies so they can experience justice technology systems and services that are free from defects.

Quality Control Program

<u>Purpose Statement:</u> The purpose of the Quality Control Program is to provide standardization, certification and preventative maintenance products to Metro Justice and Public Safety agencies so they can experience justice technology systems and services that are free from defects.

<u>Program Focus:</u> The focus of this program centers around standardization of processes, utilization of tools, and extensive, standardized, and methodical testing to ensure that all products delivered to JIS customers have undergone maximum testing, thereby increasing the quality of the product delivered, as well as minimizing the risk of production issues.

Result Measure: % of application changes received by customer without defects (proxy)

2005 Accomplishments

In 2005, JIS focused its efforts on creating repeatable processes in the areas of analysis and development. For analysis, JIS has decided to utilize Use Cases to document business processes and has purchased a tool called Requisite Pro to house and maintain all work pertaining to a project. This tool will enable analysts to document their use cases and requirements in one place. It will also allow them to create diagrams and flowcharts to visually document processes and functionality. The tool also tracks any changes that are made to requirements and documents these changes. There is an entire portion of the tool dedicated to testing as well. Analysts can enter and track all test cases related to a particular project.

2006 Projections

As JIS has brought on contractors this past year, some of 2006 will be spent getting everyone trained on existing applications and processes, as well as cross training analysts so that they are better equipped to take on the design processes in a more functionality-driven way, as opposed to concentrating on a specific application or customer.



In addition, JIS will be implementing and honing all of the new processes mentioned above as part of the development cycle of projects in 2006.

Much of the focus in 2006 will be spent on settling in with a strong testing methodology, both from the analyst perspective as well as development perspective. To aid in producing high quality products, JIS will deliver functionality utilizing an iterative approach. This means that development will occur in short cycle durations and functionality will be delivered to both the analysts and customers for viewing and testing purposes in short incremental periods. This allows for defects to be detected earlier, which leads to quicker turnaround and less expensive changes.



Business Continuity Line of Business

<u>Purpose Statement:</u> The purpose of the Business Continuity Line of Business is to provide communication, connectivity, and data integrity products to Metro Justice and Public Safety agencies so they can access critical information services.

Business Continuity and Data Integrity

<u>Purpose Statement:</u> The purpose of the Business Continuity and Data Integrity Program is to provide communication, connectivity, and data integrity products to Metro Justice and Public Safety agencies so they can have data that is secure.

<u>Program Focus:</u> The main focus of the Business Continuity and Data Integrity program is to enforce security policies, implement and monitor application security and access, and continuously monitor for and prevent viruses. These activities aid in assuring that JIS Customers' data is kept secure and free from any type of unauthorized access, intrusion, or corruption.

Result Measure: % change in security policy enforcements*

* Security Policy Enforcement - The manual or automated processes of ensuring user's compliance with policies regarding the physical and logical security of systems and data. An example of such an "enforcement" activity is the automatic disabling of a network login account upon five successive unsuccessful login attempts.

2005 Accomplishments

JIS is implementing a Business Continuity and Disaster Recovery plan to ensure that its agencies have email service and data availability in the event of a disaster.

The new email platform allows JIS to provide maximum availability of email services and data protection to its customers. There are actually twin servers in the system. The information from the active server is continuously copied (synchronized) to the passive server. In the event of any serious failures on the active server, the passive server will be promoted to the active role with no loss of information and minimal disruption.

JIS currently has three tape drive units for backing up data. Two are dual drive robotic changers and the third is a stand alone drive. For added protection, tapes are stored off site at a storage facility.



2006 Projections

CJIS and related applications will be running on a Real Application Cluster (RAC), which is a true clustered environment of multiple servers functioning as a single massive server. In this environment, RAC could be extended to run at multiple sites. If one site is lost, RAC can activate offline servers at another site and have CJIS and related applications up and running within minutes, if not seconds.



Information Bridge Line of Business

<u>Purpose Statement:</u> The purpose of the Information Bridge Line of Business is to provide decision support products to government agencies and the general public so they can make informed decisions and/or recommendations regarding personal or public safety.

Information Bridge Program

<u>Purpose Statement:</u> The purpose of the Information Bridge Program is to provide decision support products to government agencies and the general public so they can make informed decisions and/or recommendations regarding personal or public safety.

<u>Program Focus:</u> This program focuses around making data available to the public via the internet so that individuals are able to access this information more readily and are able to make decisions based on their findings.

<u>Result Measure:</u> % of government agencies and general public responding that they used the information provided to make informed decisions and/or recommendations regarding personal or public safety *

2005 Accomplishments

In June, 2005, JIS received the approval for the capital funding of the Open Justice Information Exchange (OJIES) project in the amount of \$ 6.9 M. This project will be funded over a period of five years. JIS has received \$1.8 M to fund the first year.

2006 Projections

In 2006 JIS will continue to provide web sites that enable the public to access justice and departmental information via the web. As this is a relatively new service that JIS has been able to provide, it is expected that there will continue to be similar requests from customers



Disclaimer



The Justice Integration Services agency does not discriminate of the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities. The Justice Integration Services agency does not discriminate in its hiring or employment practices. The following person has been designated to handle questions, concerns, complaints, requests for accommodation, or requests for additional information regarding the Americans with Disabilities Act: Lori Martin Davis, 404 James Robertson Pkwy., Suite 2020, Nashville, TN, 37219, (615) 862-6195. Inquiries concerning non-discrimination policies other than ADA compliance should be forwarded to: Susan Brumfield, Department of Human Resources, 222 Third Avenue, Suite 2000, Nashville TN 37201, (615) 862-6640.